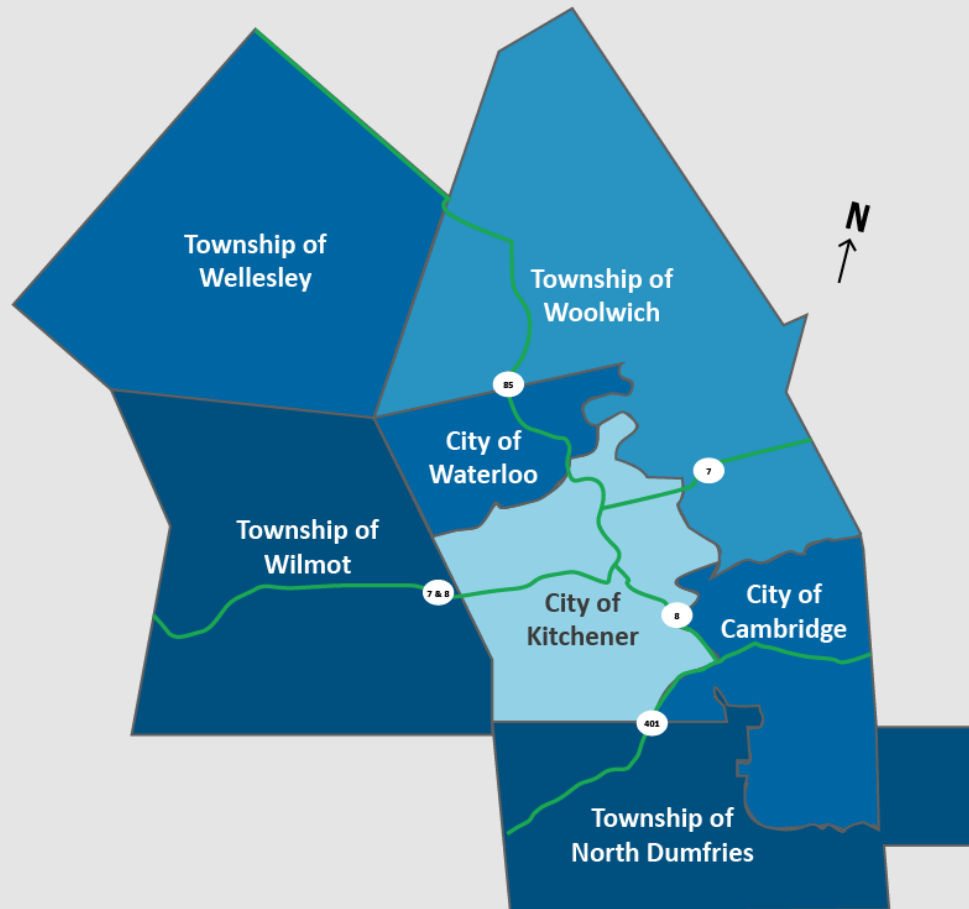


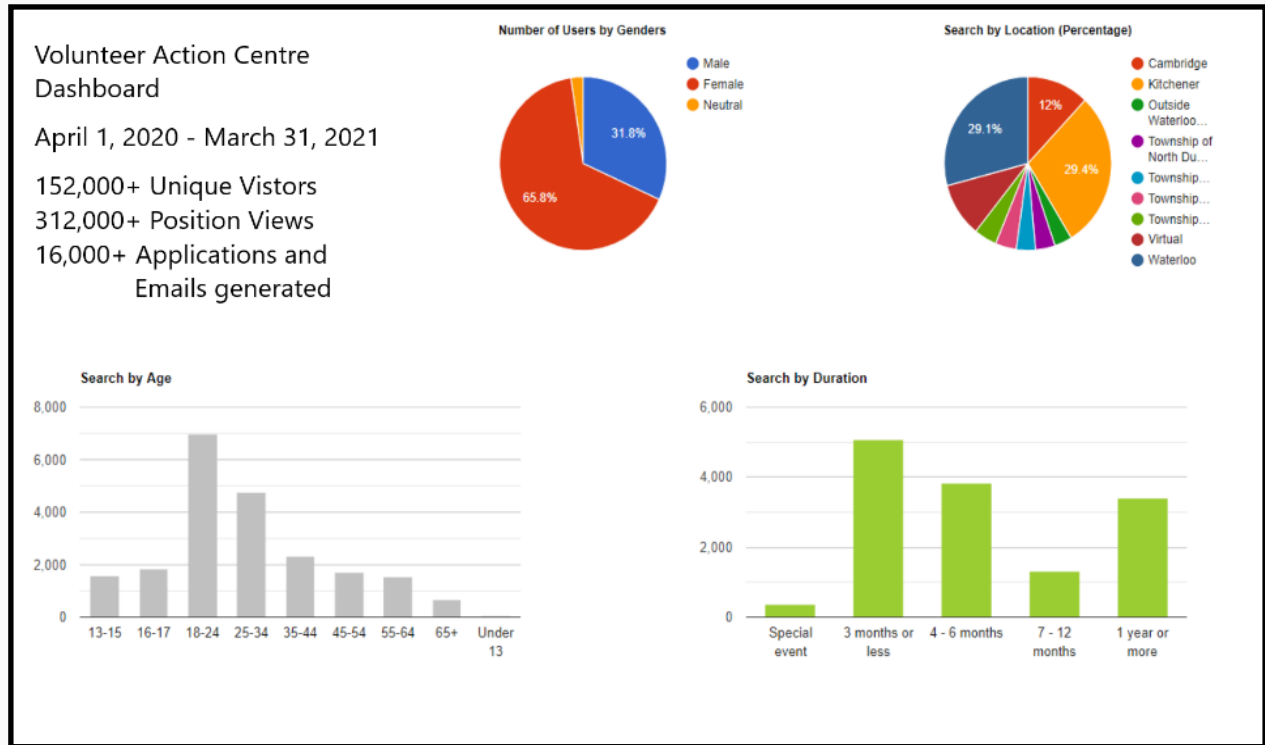
A YEAR IN REVIEW

2020-2021



ANNUAL REPORT

Volunteerwr.ca



Treasurer Report

The Volunteer Action Centre Waterloo Region, continued to deliver on the various special projects that were ongoing at the end of fiscal 2020 and worked with the region to develop a unique COVID-19 volunteer response project. During the year, we faced a fair amount of uncertainty about what funding we would receive for the year, and on an ongoing basis, due to COVID-19 and the stay at home order. However, we were able to deliver on our commitments to our partners on the various projects in the year. The audit has concluded and the financial statements fairly present the financial performance and financial position of the Organization, during the year and as at year end, respectively. We ended the year in a

stable position considering COVID-19, thanks to Jane's fiscal management.

Looking forward to next year, we will continue to assess the impact of the pandemic on the organization and the charitable sector as a whole. We are hopeful that as more things open up in the community that the charitable sector will see funding return to normal. We will ensure that cash management remains top of mind so that we can continue to build a Waterloo Region that is invested in volunteerism.

RACHEL WAGNER

Treasurer

VAC Board of Directors

Board of Directors

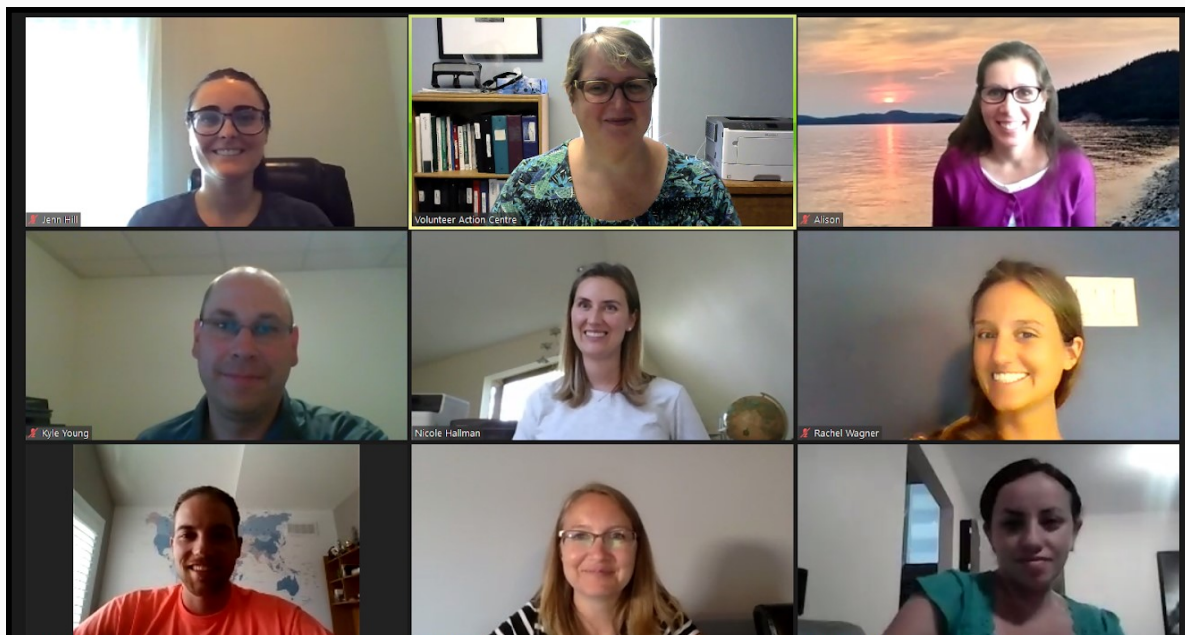
2020/2021 was a year of adaptation as VAC effectively navigated through the uncertainties of an unprecedented time in our history. In particular, VAC played a key role in the Region's Pandemic Response, developing and implementing a new screening program for volunteers to be available in emergency situations. This program has already proven to be successful, and will continue to be an excellent resource in our Region moving forward.

Although we couldn't hold our annual Volunteer Impact Awards this April, we look forward to recognizing the outstanding efforts of our local volunteers, including the Pandemic Response team, at future events. This fiscal year, the Board formed three committees to focus on: financial stability; human capital and succession planning; and

relationship and brand management. One of the highlights was a brand audit that provided valuable insights about the perception of VAC in our community. An alumni program is also under development with plans to launch it later this year.

On behalf of the Board, I would like to extend our heartfelt thanks to the VAC staff and volunteers for their hard work and dedication throughout this unparalleled year. In particular, a big thank-you to Jane for her leadership, passion and advocacy for volunteerism, both within our Region, and more broadly with Volunteer Canada and at the Provincial level.

HEATHER RENNIE
PRESIDENT
VAC Board of Directors



Year at a Glance

From a Global Challenge Comes a Engaged Waterloo Region

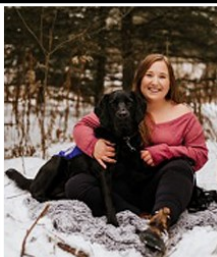
I remember stories from my grandmother of the tragedies that were experienced by so many during the Spanish Flu. I never thought we would experience anything like it in our life time. With advances in medicine and the immediacy of information, a Pandemic was a possibility but not something I expected to experience in the way we have this past year. This Global Pandemic has affected every corner of our planet on levels that we are only beginning to understand. Volunteers have been active across the front lines of COVID response and recovery throughout world in varying degrees. In Waterloo Region volunteers have really stepped up and are helping on many fronts.

Volunteer Action Centre Waterloo Region began the pandemic as a community hub for all questions related to volunteer engagement in responding to community needs as the public wanted to reach out and help at the same time that programs were being placed on hiatus to avoid spread. Our website and phone traffic increased exponentially. We became experts in assisting community members to shift their thinking from formal volunteering to informal. Assisting immediate family and neighbours was vital in balancing needs with a changing formal response.

Our Centre participated in the Volunteer Committee and the Psychosocial Spiritual Supports Committee of the Community Ser-

vice Control Group of the Region's Pandemic Response from the implementation of the State of Emergency in March 2020. On April 9th we were approached to manage the delivery of this program for the Response. We were able, with the support of all eight area municipalities to build a volunteer program with full screening and shared volunteers across five areas of response. Over 200 volunteers were screened and readied for volunteering in a variety of roles. Over 140 volunteers are volunteering in 26 different roles with 10 different organizations resulting in over 4500 hour of volunteer contributions in an 8 month period.

Throughout the Pandemic our staff team has continue to support our members and those in the community who want to volunteer. You will see in the dashboard that although formal volunteering numbers declined to some degree during the pandemic the desire to volunteer in our community remained strong as did the diversity of those connecting with community. What we could not measure but have learned about through stories are the numbers of community members who came forward to help neighbours. The volunteers who walked their neighbourhoods to find older adults to help book their vaccination appointments. The volunteers that phoned and listened to neighbours or friends who had a family member dying and couldn't enter the hospital to be with them. And the hundreds of formal volunteers who delivered meals and groceries, who assisted at shelters and at vaccination sites. Waterloo Region Volunteers engaged and made this time easier for many who were struggling.



Emma's Story



Sector Advocacy



Asma's Story



Richard's Story

Year at a Glance ...

Volunteer Action Centre maintained support for community organizations that were doing amazing work to pivot their services during the pandemic. While some programs had to pause and keep their volunteers and clients safe, others did not have that option and needed to find new ways to deliver services that are essential. We worked with community partners in a variety of collaborative initiatives from grassroots organizations that have been doing stellar work to support components of our community broadly and in response to the pandemic. We have partnered with larger organizations in a variety of initiatives to plan for and execute actions to improve the safety and wellbeing of our community.

We are very appreciative of all of the funders that have supported our work. Not only have they all provided solid financial support in these tenuous times they have been a huge resource and allies in every pivot and course correction as we have changed to meet evolving community needs. Thank you to the United Way Waterloo Region Communities, the Region of Waterloo, the Cities of Kitchener, Waterloo and Cambridge, and to the Lyle S. Hallman Foundation.

Outside of the pandemic response other changes are occurring at our Centre. Our youth engagement program is in the final stages of redevelopment for virtual delivery. Four modules will cover Personal Development – skills development, networking and team building; and 'deep dives' into Climate Change; Truth and Reconciliation; and Change Making. Pilots are taking place over the summer with a full roll out in the Fall of 2021.

In the midst of the first wave we also moved our office. Not the best timing but it got done. We are now situated at 1454 King Street E. Unit #3. As our AGM was later last year some of this will already have been shared but new addresses are always good to

repeat. Please check your files and address books as we see some mail still going to our old address a year on.

We are focusing energy on awareness raising. As you have watched the news over the past year you will have heard politicians, community leaders, and business leaders all espousing the importance of giving back through volunteering. Few truly understand the contribution of volunteer work with 23 million Canadians volunteering either formally or informally to support the programs and services that make our country such a valued place to live. The work contribution of volunteers is the equivalent of the entire education sector contributing 2.9% of the GDP in Canada. As we move into and through the recovery period post pandemic, these contributions will be vital. 2021 is the 20th Anniversary of the International Year of the Volunteer. It is also the 20th Anniversary of 'The Accord Between the Government of Canada and the Voluntary Sector'. These two milestones are important to acknowledge and revisit in the light of our current period of transition.

I would like to thank our Board who have been a huge support and are really working with us to build toward a new future for our Centre. The staff team as always fluctuates with projects and changing community, and thus program, needs. Thank you to Dianne, Sarah-Ruth, Kate, Delina Gord & Josh.

JANE HENNIG
Executive Director



Charles's Story



Serap's Story

Member Services

This year, like everywhere, roles and activities for volunteer managers in many organizations, had to shift. Pivoting programs or shutting down indefinitely, staff were let go, deployed into various new roles and programs were reinvented or adjusted to online. The surge of "Virtual Volunteering" became the new reality for many who could participate in this way. Volunteer managers spoke of the benefits and the challenges at our monthly meetings.

Many volunteer managers were also juggling being a Mom while working with kids at home. Wi-Fi connections wavered, the fatigue and frustration was real. The support within our network became stronger each passing month. We held 10 Waterloo Region AVA (Association of Volunteer Administrator) meetings with an average of 30 participants each time. The largest response always for the Police Record Check conversation. We discontinued the WWLA professional development this year as more and more workshops were being offered online for affordable prices by Volunteer Cana-

da, PAVRO and others. We saw our membership dwindle this year sadly but will continue to hope for the return of our festivals and events in particular that have to take a hiatus again this summer. Welcome to new members ALS Canada, AFRO, Cycling into the Future Food 4 Kids, Kinds Minds Family Wellness and National Service Dogs. From my perspective, during this time in history, I continued to learn and network with collaborative working groups within the Immigration Partnership Belong Steering Committee, Wellbeing Waterloo Region: Social Isolation Working Group, a Pandemic Psycho Social and Spiritual Support Working Group and Volunteer Canada's Truth and Reconciliation Ad Hoc Working Group. Accelerated learning and growth has happened this year!

Thanks to all the wonderful volunteer managers, students and the volunteers who help VAC weather the tides of change. Farewell 2020.

Dianne Boston-Nyp
Community Engagement



Scott's Story



Allyson's Story



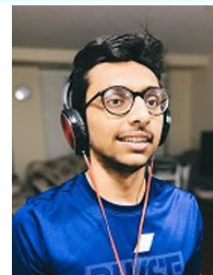
Tina's Story



Kathy's Story



Wazee Seniors Group Story



Shubham's Story

Volunteer Stories at volunteerwr.ca

Supporters 2020-21

Board of Directors

Heather Rennie President
David Marsh - Vice President
Rachel Wagner—Treasurer
Alison Boyd - Secretary
Andrew Paylor
Andrea Sratulat
Bryton Keyes
Jennifer Hill
Kyle Young
Mary McGuinness
Nicole Hallman
Rob Howe

Partners

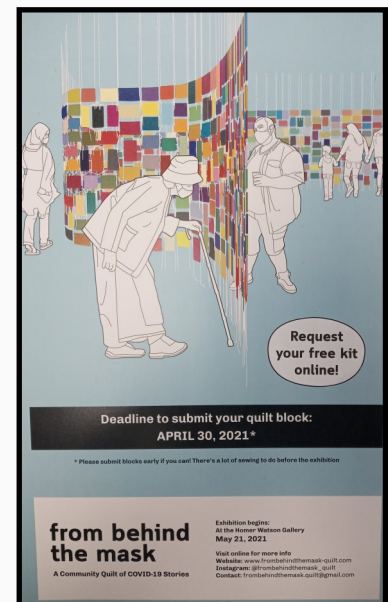
Conestoga College
From Behind the Mask (Brenda Reid)
Immigrant Partnership, Belong Steering Group)
Ontario Non-Profit Network
Ontario Volunteer Centre Network
United Way Waterloo Region Communities
UW-GreenHouse Students
Volunteer Attract
Volunteer Canada
Wellbeing Waterloo Region
WLU-Experiential Learning & Career

Sponsors

Don Cowan
Economical Insurance
Toyota (TMMC)
VolunteerAttract

Volunteers

Annie Crump	Kim Cox
Anne Wilcox	Lily Viggiano
Brenda Reid	Sue Jewell
Jennifer Breen	Serap Tezgel (Student)
Karen Totzke	Xin (sheen) Gao
Katie Wagner (Student)	FBTM Volunteers



Staff & Funders



Jane Hennig * Dianne Boston-Nyp * Sarah-Ruth McCracken * Josh Taylor-Deltor * Gord Jackson *
Kate Short * Delina Kelata (summer 2020) Nathan Kiobola * Malak El-Batroukh (summer 2021)



LYLE S. HALLMAN
FOUNDATION



New office near Rockway Gardens



United Way
Waterloo Region
Communities



Volunteer Action Centre Waterloo Region

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